

***Iowa eFile & Pay Telephone Script***  
***Annual Verified Summary of Payments (VSP) Reporting***  
***for a user who has already been in the eFile & Pay system***  
***and completed the profile.***

**Please Note:**

- This script includes the most common filing experience.
- Your **transaction** is not complete until you receive a confirmation number.
- The first person from your business who enters the system will be assigned User ID 0001.

**WELCOME TO THE eFILE & PAY SYSTEM**

**STEP 1**

If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at [www.state.ia.us/tax/](http://www.state.ia.us/tax/) or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8a.m.-4:15 p.m. Central Time.

(The following script occurs after the user presses 1.)

**STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)**

Please enter your 8-digit Iowa Business eFile Number.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

**STEP 3 (Enter 4-Digit User ID)**

Please enter your 4-digit User ID.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

**STEP 4 (Enter 8-digit Password)**

Please enter your 8-digit Password.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

**STEP 5 (File, Pay, Change Password, Demo)**

To file your return, press 1. (**VSP filers will press 1.**)

To make a payment, press 2.

To cancel a payment, press 3.

To change your Password, press 4.

To demo this system, press 5.

To hear this list again, press 9.

(The following script occurs after the user presses 1.)

## **STEP 6**

(Press the number corresponding to withholding tax.)

## **STEP 7 (Enter a Permit Number)**

Enter a permit number for the tax type you selected, followed by the pound sign (#).

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

## **STEP 8**

(Press the number corresponding to “To file an annual Verified Summary of Payments Report”)

(The following script occurs after selecting “To file an annual Verified Summary of Payments Report”)

## **STEP 9**

You indicated you want to file an annual Verified Summary of Payments Report.

If this is correct, press 1.

If not, press 2.

(The following script occurs after the user presses 1.)

## **STEP 10**

Enter the month and year for the period you are filing.

For example, if the quarterly return is for September 2003, enter 092003

If filing a 2004 VSP enter 122004.

## **STEP 11**

You have selected to submit a return for December ----.

If correct, press 1

To select a different period, press 2.

(The following script occurs after the user presses 1.)

## **STEP 12**

Please enter your total Iowa withholding on W-2s and 1099s for the year in whole dollars followed by the pound key (#).

For example, if the amount is \$225, you will enter 225#.

If the amount is zero, you will only need to press the pound sign (#).

## **STEP 13**

You entered -----,

If correct, press 1.

To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

## **STEP 14**

Please enter your total credit or adjustment amount followed by the pound sign(#).

For example if the amount is \$225, you will enter 225#.

If the amount is zero, you will only need to press the # sign.

**STEP 15**

You entered credits of -----

If correct, press 1.

To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

**STEP 16**

Enter your total Iowa withholding payments, excluding penalty and interest, for the calendar year followed by the pound sign (#).

For example if the amount is \$225, you will enter 225#.

If the amount is zero, only press the # sign.

**STEP 17**

You entered total withholding payments of -----.

If correct, press 1.

To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

**STEP 18**

Your confirmation number for this transaction is -----

And the date and time you are submitting this transaction is --- /---/---, at ----- am/pm.

Please keep this info for your records.

To hear this message again, press 1.

To file another return, press 2.

To end this call, press 3.

Thank you for calling the Iowa eFile & Pay system. Good bye.